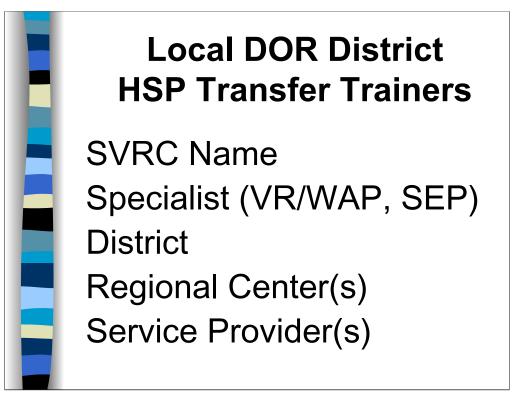


Introduce myself.

Sandra Hamel, Statewide Supported Employment Coordinator, DOR (916-263-8956, shamel@dor.ca.gov), presenter.

SVRC prior to analyst job.

HSP Transfer Team available for input and questions.



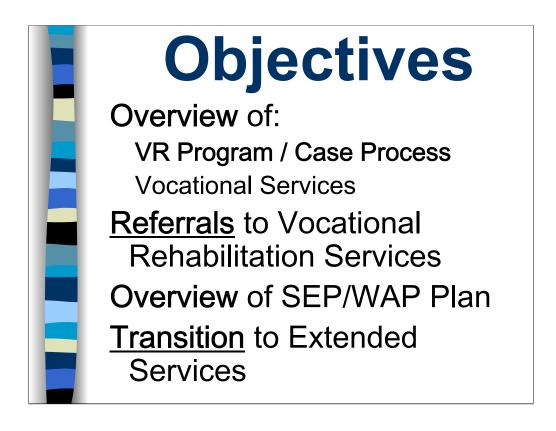
Introduce Local Department of Rehabilitation (DOR) District Transfer Trainers (SVRC)

- Local coordinator for HSP Transfer
- •Provides HSP Transfer Training (coordinates joint trainings with Local RC if preferred by District)
 - •Referral procedures (vary locally)
 - VR monitoring
 - Transition procedures
- •Facilitates flow of information to collaborative team (other district SVRCs, SEP/WAP Service Providers, Local RC)

Ask to:

- •identify themselves (stand/wave, as able) and
- •introduce them, since hearing impaired may be present and need amplification, and a handout could be provided for each district)
- Business cards

[**HEADING**: change **HSP Transfer Trainers** to Senior Vocational Rehabilitation Counselors (SVRC) when slideshow used for joint RC / DOR district training.]



Overview

- -gives a context/framework for memory
- -VR Case Process

Referrals

- -already happening
- -existing forms changing (DR20/22/27 to DS1968)
- -some DOR districts where Hab. Specialist is involved will see change.

Transition

- -already happening, however RCSC not involved before HSP Transfer to DDS
- RC will fund extended services



>First of 3 major topics.



Who, What, Why?

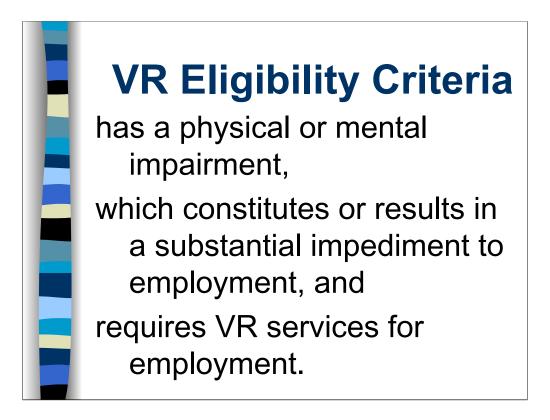
Vocational Rehabilitation (VR) Program:

Prepares individuals with disabilities to obtain and maintain gainful employment.

- •Plans for a vocational goal consistent with consumer's strengths, priorities, concerns, abilities, capabilities, interests, and informed choice.
 - •Federally mandated (Rehabilitation Act),
 - •Match funded (80% Federal, 20% State), and
 - •State administered (statewide in all 50 states).

Department of Rehabilitation (DOR) is:

- •California's VR administering agency.
- •The only agency in California workforce investment system with disability expertise.
- •The only IPP partner with vocational planning expertise to assist Regional Center (RC) consumers.
- •Official Mission: The California Department of Rehabilitation works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living and equality for individuals with disabilities.



VR Intake

- Similar to RC Intake / Eligibility process (SVRC does assessment, not a separate intake unit)
- May occur at service provider or at DOR office
- Determines VR eligibility and Level of Significance of Disability (LSOD), if sufficient documentation

"What are VR Eligibility Criteria?"

One implied criteria: Wants to work.

Three official criteria (CFR):

- 1) Look at medical reports/psychological testing
- 2) Look at work history
- 3) Predict or assess what is needed.
- 34 CFR Sec. 361.42 Assessment for determining eligibility and priority for services. (a) Eligibility requirements.
 - (1) Basic requirements. The designated State unit's determination of an applicant's eligibility for vocational rehabilitation services must be based only on the following requirements:
 - (i) A determination by qualified personnel that the applicant has a physical or mental impairment.
 - (ii) A determination by qualified personnel that the applicant's physical or mental impairment constitutes or results in a substantial impediment to employment for the applicant.
 - (iii) A determination by a qualified vocational rehabilitation counselor employed by the designated State unit that the applicant requires vocational rehabilitation services to prepare for, secure, retain, or regain employment consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
 - (iv) A presumption, in accordance with paragraph (a)(2) of this section, that the applicant can benefit in terms of an employment outcome from the provision of vocational rehabilitation services.
 - (2) Presumption of benefit. The designated State unit must presume that an applicant who meets the eligibility requirements in paragraphs (a)(1)(i) and (ii) of this section can benefit in terms of an employment outcome unless it demonstrates, based on clear and convincing evidence, that the applicant is incapable of benefiting in terms of an employment outcome from vocational rehabilitation services due to the severity of the applicant's disability.



Level of Significance of Disability (LSOD)

Three Categories.

Individuals with Most Significantly Disabilities (MSD) are served first.

Consumers must be MSD to meet criteria for Supported Employment Program (SEP).

LSOD scores rate the impacts in 6 functional capacity areas:

Mobility

Communication (Hearing, Seeing, Speaking)

Self-Care

Interpersonal Skills

Work Skills

Work Tolerance

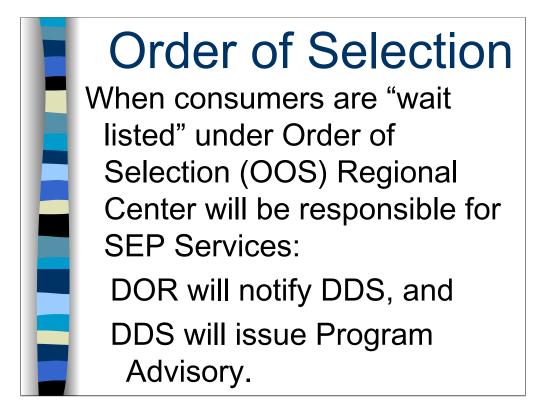
Higher ratings indicate greater impact and lead to a higher total LSOD score.

Three LSOD Categories that DOR assigns people to:

Category 1: Most significantly disabled (served first, requirement for consumer to meet SEP criteria)

Category 2: Significantly disabled (served after all individuals in Category 1)

Category 3: Disabled



"What happens if VR is under OOS?" -

DOR is currently under OOS, however the LSOD required to receive services is low enough that Habilitation consumers are not impacted. Future impact is:

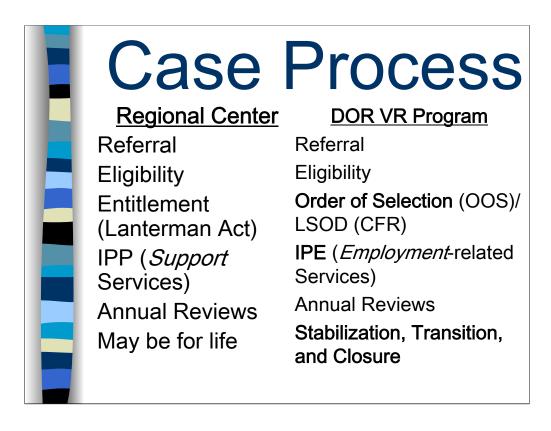
- Unlikely due to "most significantly disability" category 1
- Conceivable due to government budget crisis

At intake, the SVRC designates RCSC as the "designated representative" so correspondence regarding OOS is sent to RCSC instead of consumer.

When HSP consumers apply for VR and are put on the waiting list under OOS, RCSC provides placement services and intensive services as well as extended services. Consumers already in plan are not affected by OOS.

DOR will notify DDS if OOS will affect HSP consumers, and DDS will issue Program Advisory on how RCSC to provide intensive services.

Responsibility for funding for such consumers shifts back to VR if consumer leaves the waiting list.



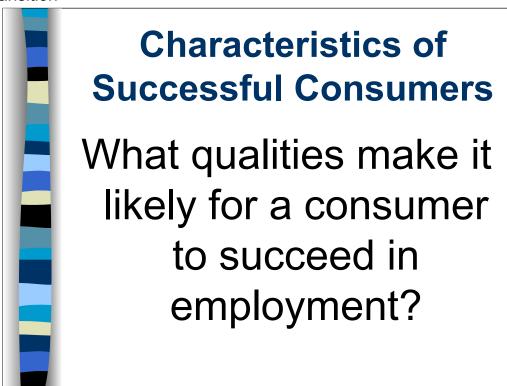
I want to compare the VR case process with the Regional Center case process to give you (RCSC) a framework to file the new information into. Case processes of Regional Center and Vocational Rehabilitation:

- •have many similarities,
- •differences emphasized in (bold).

I am using my experience with Alta California Regional Center.

Since each Regional Center has different ways of executing this process, I'll be asking for your input as a way of getting a feel for this region.

eferral and Transition



When in doubt refer or at minimum staff case with DOR SEP/WAP specialist. However, in our experience some consumers are more likely to succeed.

"What qualities make it likely for a consumer to succeed in employment?"

Able to work in the community, including transportation is available get to the job

•able to take public transportation independently (to include Para-Transit)

Ability to **learn job tasks**: Comprehension, attention, retention, following instructions, including multiple steps if required.

Ability to **work independently**, supervision level 1:4 to 1:8 (group) or with 30% or less job coach (individual)

Available to work (Work is the primary goal - if consumer is in school, school schedule needs to allow for work requirements. No geographic constraints, residential home restrictions, time consuming hobbies that limit schedule.)

Behaves appropriately for a work setting, not a risk to self or others, on task.

Personal care needs if necessary—i.e. toileting, feeding—available on job site and the Regional Center commits to fund them if needed after VR closure.

Supportive family and friends Natural supports, Residential provider, RCSC (No 5 month vacations, IPP meetings during work hours).

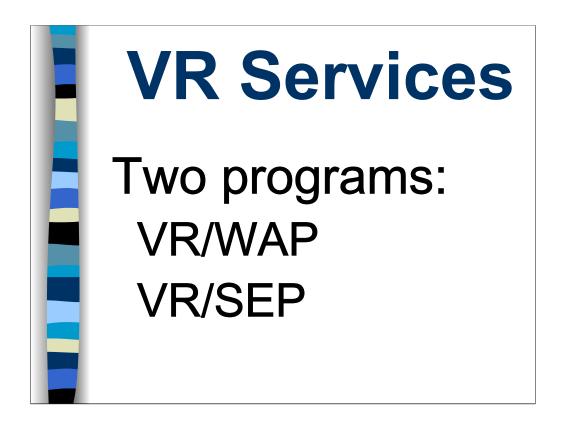


OVERVIEW OF VOCATIONAL SERVICES

Consumers appropriate for HSP WAP:

- Low productivity.
- Barriers to employment that cannot be removed with additional services.
- ■Need for 100% supervision.
- ■Either: Preference for extended employment (non-integrated, FKA "sheltered" setting), Or Unable to benefit from integrated employment based on clear and convincing evidence.

"Do I need to refer this consumer to Department of Rehabilitation (DOR) for Vocational Services?" - No.



"What services are available from Vocational Rehabilitation administered by Department of Rehabilitation (DOR)?"

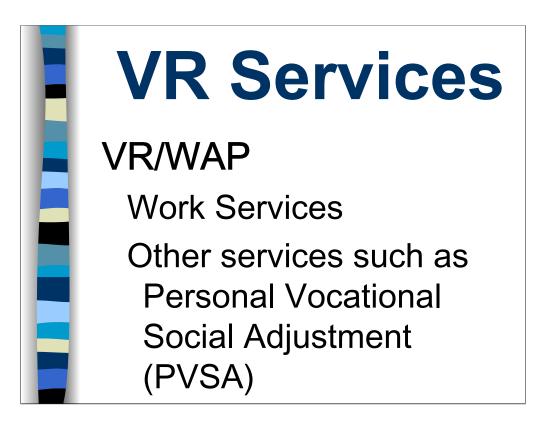
- Work Services
- Personal Vocational Social Adjustment (PVSA)
- •Situational Assessment (SA) (can be provided prior to plan to determine appropriate services)
- Placement Services
- Job Coaching

Not a full list of services, but the main ones used in the 2 major programs predominantly used by HSP consumers.

These 2 programs are:

The Vocational Rehabilitation Work Activity Program, known as VR/WAP (California only), and

The Supported Employment Program, known as SEP (Federal).



"What is the difference between HSP WAP and VR/WAP (besides funding)?"

- •HSP WAP is long-term, an end in itself (does not qualify as an employment outcome)
- •VR/WAP is short-term, a bridge to SEP (SEP is an integrated employment outcome)

Characteristics of a VR/WAP consumer.

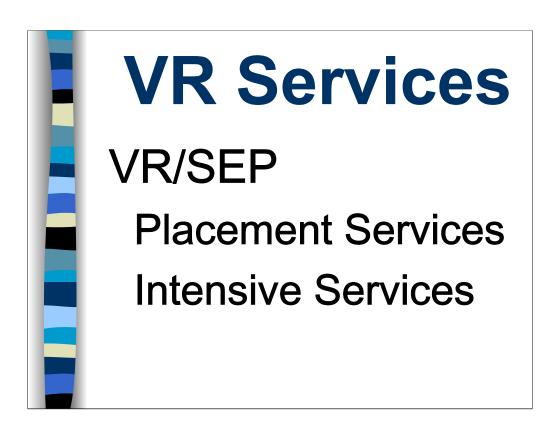
- ■Meet VR/WAP PROGRAM CRITERIA:
 - 1. Are currently a Habilitation consumer
 - 2. Interested in integrated employment in the community; and
 - 3. Need to build skills to be referred for supported employment using additional support services to supplement WAP work services.
- Diminishing need for supervision coming from WAP
- Barriers to employment that can be removed with additional services

Services Available in VR/WAP - work services plus other supports

"Do I need to refer this consumer to Department of Rehabilitation (DOR) for Vocational Services?" – Yes.

Work Services provides paid work and support activities to enable a client to maintain his/her present level of vocational functioning. Work Services are provided in a Work Activity program setting or alternative program site in CRP owned businesses such as retail stores, restaurants, franchises, etc. (Community Rehabilitation Program Certification and Vendorization Handbook)

Personal, Vocational, and Social Adjustment Services (PVSA) trains or retrains a client in appropriate work related behaviors specific to the elimination of an identified barrier to employment. Training is time-limited, generally individualized, and provided in the environment where the identified behavior occurs. (Community Rehabilitation Program Certification and Vendorization Handbook)



VR/SEP services: placement services and intensive services

Paid by the Regional Center when the HSP consumer applies and is put on a waiting list for VR consumers under OOS. Consumers already in plan are not affected by OOS.

VR/SEP Consumers:

- •Meet SUPPORTED EMPLOYMENT PROGRAM CRITERIA:
 - •Meet **eligibility** and **order of selection** (OOS) criteria for vocational rehabilitation (VR) services.
 - •Has been determined to be an individual with any **most significant disability**, for whom integrated employment has not traditionally occurred as a result of his/her disabling condition. (29 USC 701 Sec. 7. (35), 34 CFR 361.5(b) 53(i)(A))
 - Requires extended services support and
 - There is a **reasonable expectation** that extended services will be available. (34 CFR 361.5(b) 53(i)(B), 34 CFR 361.46(b))
- Can benefit from services in an integrated setting
- •Require no more support than is available in SEP:
 - •GROUP As much support as 1:4 as little as 1:8 with 100% job coaching.
 - •INDIVIDUAL After stabilization up to 30% but ideally 20% or less

"Do I need to refer this consumer to Department of Rehabilitation (DOR) for Vocational Services?" – Yes.



Intake (\$200 Fee, IP and GP)

The service provider performs the SE intake which shall include, but is not necessarily limited to: an initial meeting with the consumer; a review of the Job Placement Parameters (DR0381) and IPE; and the development of a plan of action for job placement. Development of a plan of action for job placement may include:

- reviewing and discussing the IPE and Job Placement Parameters (DR0381) with the consumer to obtain further details,
- identifying specific employers to be contacted in the geographic and occupational area specified therein,
- identifying desired outcomes and actions to be taken to develop job search skills the consumer needs (i.e. interviewing skills), and
- documenting progress toward skill development objectives in each Placement Services Report (DR0382).
 This includes documentation of new objectives to address issues that surface as the job search progresses.

Placement (job development) (\$400 Fee, IP only)

Assistance with job development, completion of employment applications, job interview preparation, or other job search related services. Specific services offered by each service provider vary. Authorized prior to provision of services, paid after the SVRC approves the job placement.

Retention (\$400 Fee, IP only)

A four hundred dollar (\$400) fee shall be paid after a 90-day retention of a consumer in a job, except that no fee shall be paid if that consumer has been placed with another consumer or consumers, assigned to the same job coach during the same hours of employment. (W&I Code Section 4860)



Job Coaching provides individual consumer assistance and support on or off the job, in activities that are employment-related and needed to promote job adjustment and retention. Services may be time-limited or be ongoing depending upon individual consumer need. Activities include, but are not limited to: job orientation, job destination / transportation training, teaching job tasks, supervision at the worksite, coworker / supervisor consultation, assistance in integrating into the work environment or with changes in the work environment, assistance with public support agencies, family and residential provider consultation, ongoing contact with the consumer and/or employer to ensure continued job satisfaction (Community Rehabilitation Program Certification and Vendorization Handbook)

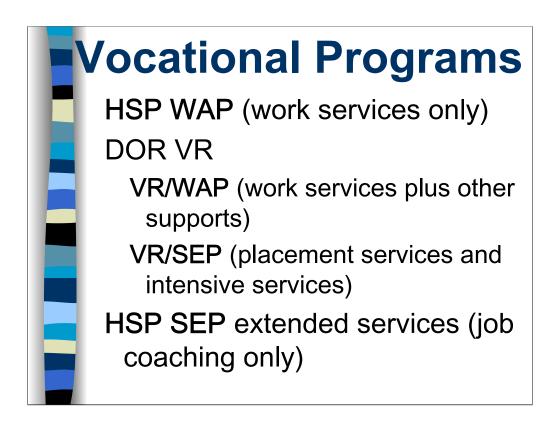
Individual Placement (IP)

Percentage of Intervention - hours coached compared to hours worked. decreases to ~20% or less (no more than 30%) at stabilization.

Group Placement (GP)

Ratio - 1:4 to 1:8 ratio

Personal, Vocational, and Social Adjustment Services (PVSA) trains or retrains a client in appropriate work related behaviors specific to the elimination of an identified barrier to employment. Training is time-limited, generally individualized, and provided in the environment where the identified behavior occurs. (Community Rehabilitation Program Certification and Vendorization Handbook)



Now that we've gone over the VR system I want to give you an overview of the Vocational Programs that are available to your consumers as I talk about Extended Services.

We've asked the question: "Do I need to refer this consumer to Department of Rehabilitation (DOR) for Vocational Services?" and learned that with HSP WAP the answer is "NO", and with VR/ WAP and VR/SEP the answer is "YES".

Now we are looking at HSP SEP extended services (job coaching only)

- •Extended Services occur after Stabilization and Transition from VR funding (to be discussed in the 3rd section of the presentation).
- •If, in rare cases, the consumer gets a new IP job out of an off-site HSP WAP that is close enough to what they can do that they start at 20% or less of intervention, no VR case needs to be opened.

"Do I need to refer this consumer to Department of Rehabilitation (DOR) for Vocational Services?" - No. HSP is now under DDS / Regional Center responsibility. VR will transition HSP consumers to HSP SEP when stabilization occurs.



<This completes background section.</p>

>Now move on to the second section, the first of 2 major topics.

List of Department of Rehabilitation (DOR) District Offices http://www.dor.ca.gov/eps/default.htm

"Who is on your collaborative team (IPP team)?" Many of the parties in the collaborative team are also Referral Sources.

Referral Sources (parties who identify the consumer is ready for SEP):

- -Regional Center Service Coordinator (RCSC) **List of Regional Centers:** http://www.dds.ca.gov/RC/rclist.cfm
- -Service Providers
 - -WAP.
 - -Day Program.
 - -ILS.
 - -B&C.
- -Consumer or family asks for an integrated job in the community.
- -School Last IEP or Transition program triggers referral.



Collaborative Team

Similar to IPP team

Will focus on the responsibilities of the first 3

Referral Sources (identify consumer is ready for SEP):

- -Regional Center Service Coordinator (RCSC)
- -Service Provider
 - -WAP.
 - -Day Program.
- -Consumer or family asks for an integrated job in the community.
- -School Last IEP or Transition program triggers referral.



These procedures will be familiar to you since we have done our best to keep procedures as much the same as possible in the HSP Transfer to DDS.

This process may vary in different locations, so it is important to confer with the SVRCs, RCSCs and SEP/WAP service providers in your area.

Red type indicates procedures that are newly developed or required due to the HSP Transfer to DDS

- Either Service Provider (SP) or Regional Center Service Coordinator (RCSC) identifies potentially VR-eligible consumers,
- 2. SP Contacts RCSC for DS1968 Vocational Services referral (NEW),
- Critical since there is no shared computer system as there was with both VR (FCS) and HSP (HCS) under DOR
- Ensures that extended services are available and that the RCSC agrees with the referral
- 3. Upon consumer consent, RCSC adds vocational goal to IPP, including extended services. (NEW) including:
- extended services job coaching,
- transportation,
- Personal care services, etc.

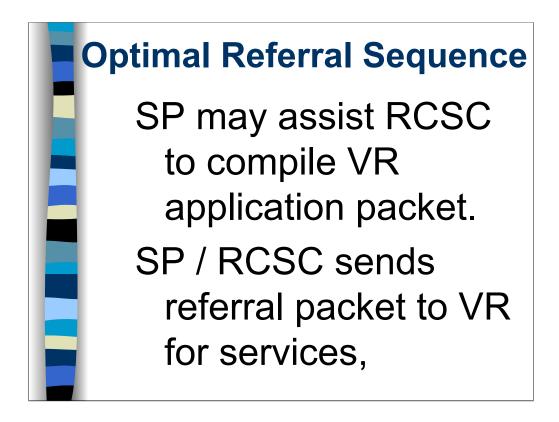


Service Provider Identified:

- Assessing consumer's needs and where the client may be served best using DS1970 Annual Service Provider Profile.
- RCSC suggests site visits (Informed choice)
- SVRC determination after referral
- Availability (may be only one available)

Service Providers may (varies district by district):

- complete VR application.
- have a designated VR SVRC liaison and they can communicate this to RCSC.
- 34 CFR Sec. 361.52 **Informed choice**. (c) Information and assistance in the selection of vocational rehabilitation services and service providers. In assisting an applicant and eligible individual in exercising informed choice during the assessment for determining eligibility and vocational rehabilitation needs and during development of the IPE, the designated State unit must provide the individual or the individual's representative, or assist the individual or the individual's representative in acquiring, information necessary to make an informed choice about the specific vocational rehabilitation services, including the providers of those services, that are needed to achieve the individual's employment outcome. This information must include, at a minimum, information relating to the-- (1) Cost, accessibility, and duration ...(2) Consumer satisfaction with those services ...(3) Qualifications of potential service providers; (4) Types of services offered by the potential providers; (5) Degree to which services are provided in integrated settings; and (6) Outcomes achieved by individuals working with service providers, to the extent that such information is available.



Procedures vary by district.

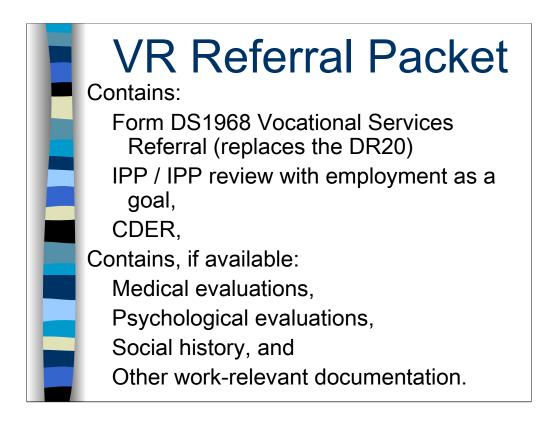
- -where and who to send referrals in each district differs (based on 2-03 phone/email poll)
- -contact local Transfer Trainer

If the VR SEP/WAP service provider has been selected and/or is working with the consumer in a HSP WAP, they may choose to assist with completion and delivery the VR application packet.

SVRC Identified:

May be:

- designated SVRC for selected service provider
- SEP/WAP specialist at office nearest to consumer's residence
- SEP/WAP specialized DOR office



VR Packet attached to **DR222 Vocational Rehabilitation Services Application** and associated forms includes items listed on slide.

Items which are not available at the time of application may be forwarded as they become available. The application process should not be delayed for documents, however, the planning process may be delayed if adequate documentation is not available.

Additional Documentation (if available and legal to share):

- -Discharge summary from prior SE service provider and/or program
- -Med Cal and SS# cards, driver's license or ID Card
- -Forensic documents

DR222 Vocational Rehabilitation Services Application received:

-prior to intake

(http://www.dor.ca.gov/eps/applicat.htm)

DS1968 Vocational Services Referral Packet received:

- prior to intake (may be able to draft IPE if sufficient information is available), or
- at intake

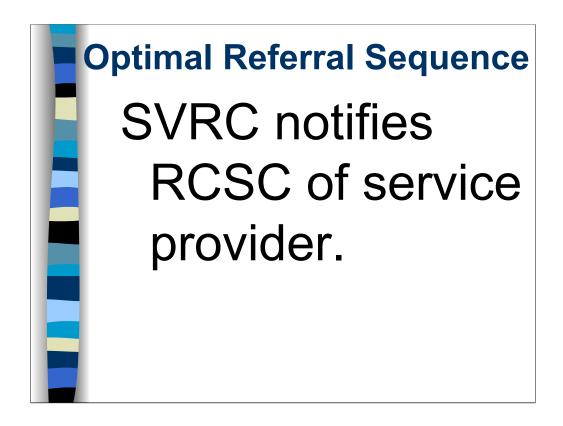


SVRC is a vocational expert and may have:

- more information about service providers
- insights about how the consumer's vocational needs can be served by available service providers

Service Providers have input on their:

- Capacity to serve (waiting list)
- · Suitability of available services for consumer
- Fit between their services/facilities and consumer's needs, behavior and skills



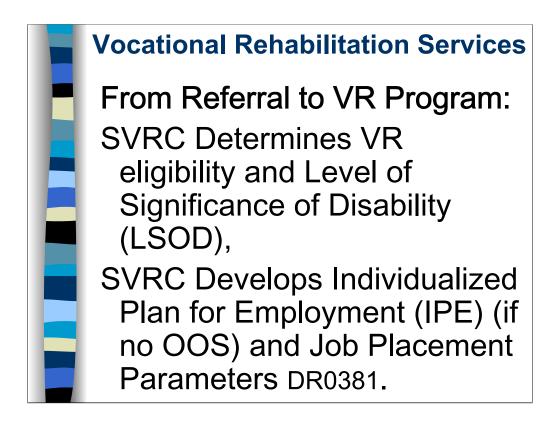
SVRC notifies RCSC of service provider:

- If the service provider is changed
- by the time of job placement using the RCSC copy of DR0383 Job Placement Information.



"What happens between referral and transition?"

Specific to SEP/WAP services.



VR Intake

- -Similar to RC Intake / Eligibility process (SVRC does assessment, not a separate intake unit)
- -May occur at vendor or at DOR office
- -Determines VR eligibility and Level of Significance of Disability (LSOD), if sufficient documentation

SE Forms DR0380-388

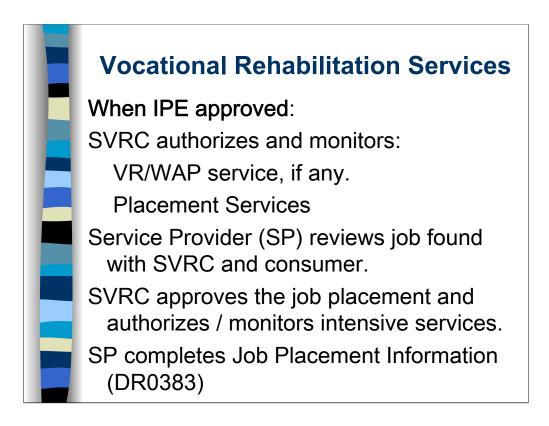
SE Forms DR0380-388 have been unofficial with current version of the SE Manual SVRCs don't have official forms or numbers yet.

Order of Selection

- -Rarely affects most significantly disabled SE consumers.
- -Regional Center funds intensive services if consumer wait-listed.

IPE

- -usually specifies the service provider
- -required for services (other than assessment)



- CONTINUED

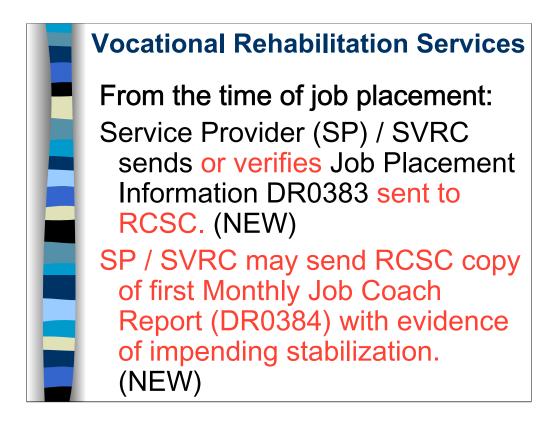
Job Placement Information

needed by RCSC to assist transportation coordination receipt indicates that transition will occur:

- -no sooner than 2 months (expect 2-6 months for group placements)
- -within 18 months (copy of first report under 30% for individual placements)

Job Coaching

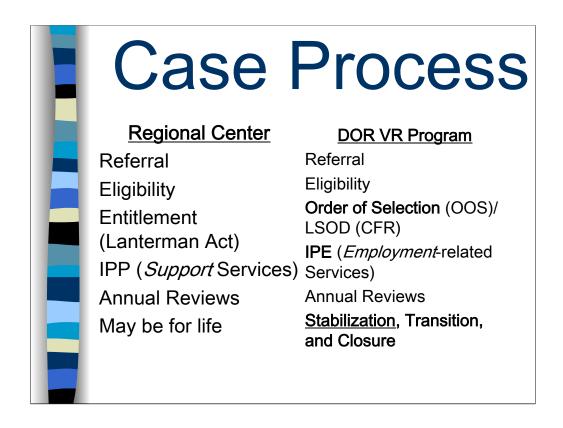
Authorizations should also be synchronized with the end date of the month.



Regional Center personnel requested the SVRC to send a copy of the first report that shows the consumer's stabilization is imminent.

This could be as simple as forwarding an email to the RCSC if the service provider emails reports.

However, the MOU with DDS only requires SVRCs to notify RCSC 15 days in advance of Transition.



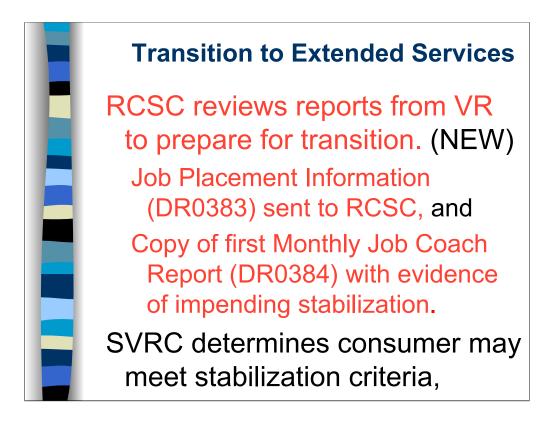
Just as a reminder, we are at the stabilization point underlined on the bottom right.



>Last section.

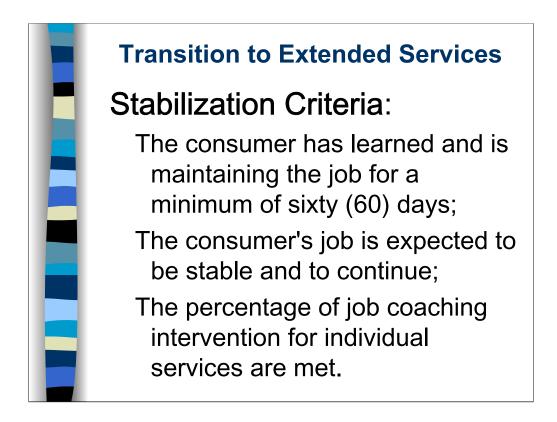
At the end of the VR process.

SEP requires source of extended services to be available after the VR case is closed. Regional Center is the source of extended services for HSP consumers.



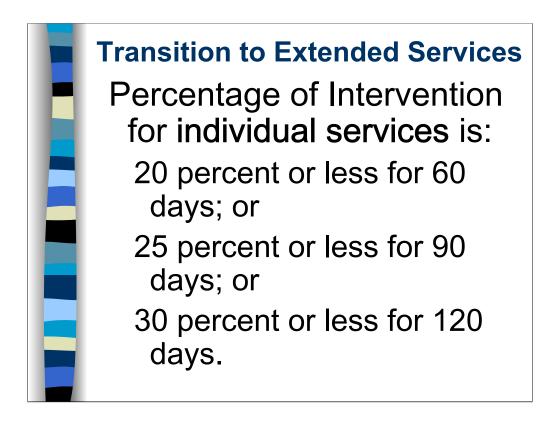
Copies of reports keep RCSC informed of where the consumer is in the process.

>The next slide details Stabilization Criteria.



60 Days means 60 consecutive days/2 consecutive months in the same job.

>IP criteria on next slide.



SVRC reviews reports on a monthly basis and keeps a tickle system to track cases that are reaching stabilization.

Percentage of Intervention is calculated by comparing the number of hours of job coaching to the number of hours on the job.

Period of time is a minimum.

Individual Placement - First IP Job Coach Report under 30% may be sent to RCSC as a warning of impending transition.

Group Placement – Assume Transition will happen between 2 months and 6 months. Contact SVRC for more information.



Transition to Extended Services

After SVRC determines consumer may meet stabilization criteria and contacts SP to confirm <u>or</u>

SP informs SVRC of stabilization,

SVRC notifies RCSC 15 days in advance of transition date (always first of the month), (NEW)

SVRC sends RCSC Notice of Transition (DR0387) (NEW)

Notification of Transition

The Service Provider informs SVRC of **stabilization** 16 or 17 days prior to stabilization so that SVRC can notify RCSC. 15 day advance notice is based on DDS MOU.

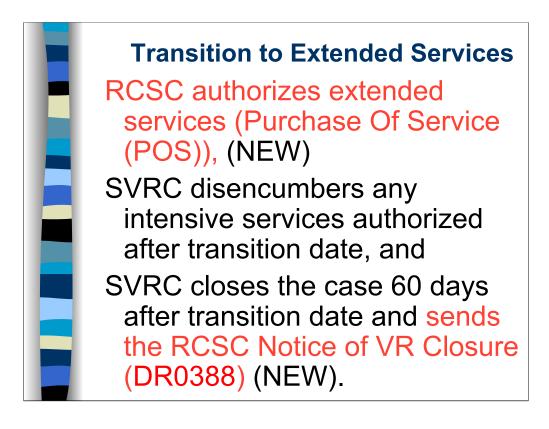
Initial notification might be a phone call or email.

The MOU between DOR and DDS only requires SVRCs to notify RCSC 15 days in advance of Transition (this means the RCSC shall have received the Notice of Transition (DR0387) at least 15 days before the transition date).

The **transition date** is always first of the month since the reporting periods start and end with the first and last day of the month.

Notice of Transition (DR387) includes attachments of last 2 DR384 Monthly Job Coach Reports to verify stabilization criteria are met.

Transition notification include last 2 DR384 Monthly Job Coach Reports to verify stabilization criteria are met.

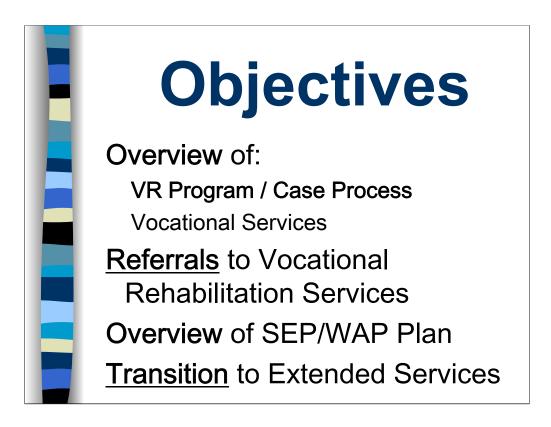


Extended Services Authorized:

Timing of Purchase Of Service (POS) allows continuous services (no gaps between VR and Regional Center funding).

Include other services needed and agreed to such as:

- -Personal services
- -Transportation



Overview

- -VR Program
- -VR Case Process

Referrals

How to refer cases to VR

Transition

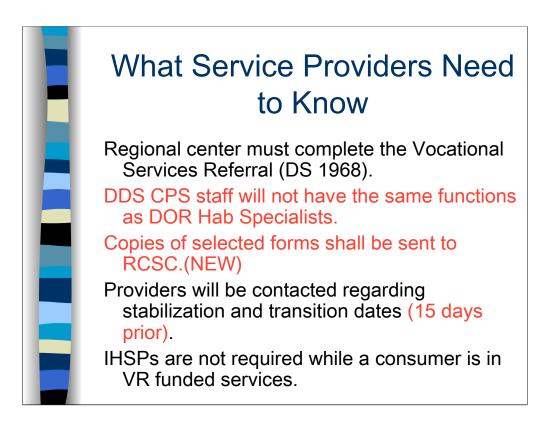
How to fund extended services



In order of which to use first.

eferral and Transition





Copies of selected forms shall be sent to RCSC.

- Job Placement Information
- •First IP Job Coach Report under 30% (GP shall be expected as soon as within 60 days, usually within 6 months)